

Position Description Health Systems Specialist GS 13
VISN 8 Community Care Coordination Service – Business Office

Role Definition

The position serves as the Director of Business Operations for VISN 8 Community Care Coordination Services Business Office, which provides oversight and coordination to the administrative and business activities of CCCS demonstration projects/programs in Florida and Puerto Rico.

This position operates under broadly delegated authority, taking independent action to develop and modify objectives and boundaries of the assignment. The incumbent utilizes complex leadership and administrative skill sets to organize, manage, and coordinate related health care operational issues and activities that influence the Network's and VHA mission and health policy.

PRINCIPAL DUTIES AND RESPONSIBILITIES

The incumbent serves as an administrative and financial manager for the VISN 8 Community Care Coordination Service Business Office, and leader of ad hoc groups to evaluate new business and sharing opportunities, and as an advisor and analyst to senior leadership for operational matters.

Budget Guidance and Approval

40 percent

Develops the need for and maintains an awareness of available resources, and makes recommendations to Network's and Medical Center management regarding needs, distribution or redistribution of these resources. The incumbent has full authority for the operational budget for CCCS demonstration projects. Responsible for the formulations, fiscal administration and control of the operational budget. Incumbent develops, implements, monitors, and adjusts plans to effectively and cost-efficiently accomplish the mission within budgetary constraints. Incumbent provides leadership and guidance in determining the resource needs of all organizational elements, distributing initial resource allocations, and adjusting resource allocations as dictated by a change in the program needs. Incumbent develops and implements systems and procedures for improving cost-effectiveness and productivity. Is delegated the sole approving authority for overtime expenditures, travel orders, and vouchers for travel disbursement for all operations.

Direction/Planning

35 percent

Collaborated with CCCS Director and other key executives in the creation of both long and short-range policies and plans for the organization by coordinating the administration needs of CCCS business office and field projects/ programs.

Provides active and well informed administrative participation in planning for the delivery of health care by taking the initiative to identify needs and potential issues/concerns and devising flexibilities in operations and constructive, cost-effective approaches to the resolution of problems. Participates in the formative stages, in overall program managerial planning so as to assure that an awareness of administrative issues and implementations are considered and

influence management decisions.

Serves on various facility strategic planning committees and management on-site meeting with other agencies and program officials. Develops, evaluates, and modifies organizational structure and systems to achieve program goals. Leads and participates in the analysis and interpretation of workload and other data used in resource planning.

Develops strong, cohesive team(s) comprised of a diverse group of clinical, financial and administrative and technical support personnel. Most importantly, leads such team(s) in analyzing the financial process and for developing, implementing, coordinating and monitoring the effectiveness of recommendations and plans to maximize providing home healthcare to veterans and for new and alternative revenue streams. Effective project leadership of the CCCS process directly impacts the effectiveness of the VHA's treatments and services provided to the home bound or community based veterans as well as the overall-operating budget for the healthcare system

Business Plan/ Productivity Goals

25 percent

Directs any related teams dealing with the establishment of a strategic plan for Community Care Coordination Service enhancement that prioritizes processes to delineates responsibilities for projects and targets dates for achievement. Establishes target goals and specific sets of objectives to evaluate performance in each of the major functions of the revenue process including insurance identification, billing, utilization review and accounts receivable.

Develops systems to measure and communicate progress on program effectiveness, cost savings and revenue generation to senior leadership and throughout the organization and to identify areas for improvement. Conducts cost benefit studies and analyses and recommends alternatives for improving cost savings and revenue generation through out-sourcing, integration, process redesign, organizational realignment and/or technology enhancement.

Organizes and coordinates a variety of education programs associated with revenue processes within VISN 8. Educational needs associated with revenue processes will be ongoing and occur on a regular basis within VISN 8. Evaluations of all educational programs must take place in order to gauge the level of success by program participants.

Serves as a member of various committees as designated by the Director.

Assist with projects/assignments of cross-cutting nature that are the responsibility of the Office. Assist with the executive reviews of correspondence, coordination and preparation of reports, briefing materials, white papers, etc. to aid in discussion with top level officials internal and external to the Department.

Ensures coordination of business activities among the different components of this Office. Collaborates with respective officials the implementation and execution of established performance milestones and goals.

Performs other related duties as assigned.

FACTOR 1: Knowledge Required by the Position

Mastery of advanced management and organizational principles and practices.

Complete understanding of the VISN 8/Medical Center organizational structure, mission, functions, programs, and processes as they relate to operational functions.

Knowledge of complex, interrelated missions, organizations, functions and operations of VA Medical Centers, Network Offices and VHA Headquarter.

Ability to write business and marketing plans and strategies within the constraints established by law.

Ability to independently formulate, organizes, coordinate, and finalize sharing agreements and identify cost-saving opportunities.

Ability to prepare and present financial and business related briefings to senior managers and physicians in both the government and private sectors.

Ability to analyze and compute costs associate with sharing agreements including preparing cost benefit analyses.

Ability to interpret policies and procedures set forth in MP-4, Part V (Administrative Accounting)

Experience in Project/Team Management and working with interdisciplinary members to accomplish objectives.

Ability to independently analyze complex processes involving multiple organizational elements in order to recommend process solutions.

Computer skills – knowledge of VISTA and Microsoft Software programs including Windows, Word, Access, PowerPoint and Excel.

Comprehensive knowledge and skill in communicating information clearly and effectively in both oral and written form to a variety of administrative and clinical staff within the facility in addition to a variety of external organizational stakeholders, including the preparation of presentations of reports, proposals, charts, graphs, etc.

Expert knowledge of core business office functions and analytical and evaluative methods.

FACTOR 2: Supervisory Controls

The incumbent reports to the Program Director. Employee is typically delegated complete responsibility and authority to plan, schedule, and carry out major projects concerned with the analysis and evaluation of programs or organizational effectiveness. The employee typically exercises discretion and judgment in determining whether to broaden or narrow the scope of projects or studies. Analyses, evaluations, and recommendations developed by the employee are normally reviewed by management

officials only for potential influence on broad agency policy objectives and program goals.

FACTOR 3: Guidelines

Guidelines are both written and oral. Written guidelines regularly used are in the form of VA manuals, directives, VISN8 policy statements and bulletins. The Program Director or Clinical Director will provide oral guidelines when complex or unusual work situations arise. Employee uses judgment in choosing from available guidelines as the situation dictates. Employee exercises judgment in interpreting and applying guidelines to specific sharing agreement problems. The employee is often recognized as the technical authority in the development and interpretation of guidelines.

FACTOR 4: Complexity

This is a dual role position that involves assignments within the Network as well as VHA National/Central Office levels. The work consists of a wide variety of complex assignments associated with sharing agreements and other CCCS sources. Additionally, assignments include critical thinking, data retrieval, problem solving and resolution, data validation, product pricing, negotiation, sharing agreement and development.

FACTOR 5: Scope and Effect

VISN 8 encompasses the State of Florida and Puerto Rico and Virgin Islands. Within this area, the Community Care Coordination Service Business Office oversees the operation of 15 field projects/programs. The HSS responsibilities are significant and impact directly on Network's and National Care Coordination Office operations.

The work consists of projects and studies, which require analysis of interrelated issues of effectiveness, efficiency, and productivity of substantive mission-oriented programs. Typical assignments require developing detailed plans, goals, and objectives for the long-range implementation and administration of the program, and/or developing criteria for evaluating the effectiveness of the program.

Decisions about how to proceed in planning, organizing and conducting studies are complicated by conflicting program goals and objectives, which may derive from changes in legislative or regulatory guidelines, productivity, and/or variations in the demand for program services. Assignments are further complicated by: the need to deal with subjective concepts such as value judgments; the quality and quantity of actions are measurable primarily in predictive terms; and findings and conclusions are highly subjective and not readily susceptible to verification through replication of study methods or reevaluation of results. Options, recommendations, and conclusions developed by the employee take into account and give appropriate weight to uncertainties about the data and other variables which affect long-range program performance.

FACTOR 6: Personal Contacts

Contacts are with personnel at all levels in the VHA Headquarters, Network staff, other VISNs and field facility leadership, congressional offices, officials of other Federal agencies, affiliated

schools, state and local agencies, veterans service organizations, medical care providers, consultants, contractors, vendors and community resources. Contacts are either by telephone or in person. Either party may initiate contact.

FACTOR 7: Purpose of Contacts

The purpose of contacts is to gather and exchange information, to plan, coordinate, identify issues, explore and resolve problems and make recommendations. Contacts may also be to influence managers or other officials to accept and implement findings and recommendations on organizational improvement or program effectiveness. May encounter resistance due to such issues as organizational conflict, competing objectives, or resource problems. These contact require persuasion, diplomacy, thoroughness and cooperative relationships.

FACTOR 8: Physical Demands

The work is mostly sedentary. Some walking, stooping and bending is required. On occasion the employee may be required to carry light books, papers, and computer printouts to and from meetings. The employee may be subject to stressful situations due to short timeframes for completion of assignments.

FACTOR 9: Work Environment

Work is performed in a typical office setting and at various points throughout VISN 8. Work site is properly heated, lighted, and air-conditioned. Occasional travel is required in the performance of duties and to attend meetings and conference.

FACTOR 10: Fire and Safety

Incumbent is required to conform to all VA regulations and medical center policies regarding fire and safety.

FACTOR 11. ADP SECURITY

In the performance of official duties, the employee has regular access to printed and electronic files containing sensitive information which must be protected under the provisions of the Privacy Act of 1974 and other applicable laws and regulations. The employee is responsible for : (1) protecting that information, or unauthorized deletion, and (2) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in a computer access agreement which the employee signs.